

### Identified trustee Stakeholders –

Stakeholders	Affiliation	Applicability
Commercial Partners (CP)	External	Proper budget allocation & prudent financial management of the Foundation. Cps would expect timely availability of certified tea for the market.
Certified Entities (CE)	External	Proper advice & support for implementing the trustee code requirements so as to ensure that the investments in conducting the assessments support the overall business objectives. Entities are expected to ensure full compliance to all the applicable code requirements, especially the MCPs & ZTCPs.
Implementing Partners (IP)	External	Proper advice & support for implementing the trustee code requirements at the entities so as to prepare them for an acceptable & successful external audit by the CBs. IPs are expected to ensure full compliance to regulatory requirements, implementation and maintenance of good management practices and continual performance improvement for the handholding entities
Approved Certification Bodies (CB)	External	CBs are expected to perform an impartial, unbiased, objective & fact-based assessment of the entities to verify compliance to the code requirements. CBs would also expect the Secretariat to support for proper & pragmatic interpretation of the code and periodic updates on the regulatory framework as well as necessary user-friendly software support to facilitate timely deliverables to the entities.
Statutory & Regulatory Bodies (S&R)	External	Timely & Periodic updates are expected from the various regulators to create a level playing field for compliance and ensure ease in code requirement. The S&R bodies would require the entities to comply with the regulatory framework at all times.
Oversight Bodies (OB)	External	Timely & Periodic updates are expected from the oversight bodies (e.g. NABCB, ISEAL, Impartiality Board, etc) on any matters affecting the scheme operability. The OBs would require the entities to comply with the accreditation / sector-specific norms (for scheme-owners) at all times.
Suppliers / Vendors for hardware/software support, other services impacting service deliverables (S/V)	External	S/V would expect continued business relationship and growth in business transaction, ease in business, timely payment of bills, unambiguous communication. The tS would expect quality products / services from the suppliers at competitive price and effective post delivery services wherever applicable.
NGOs & Civil Society organizations (NGO/CSO)	External	Timely & Periodic updates are expected to create a level playing field for compliance and ensure ease in code requirement. The OBs would require the entities to comply with the/ sector-specific norms at all times.
Employees & Contractors working on behalf of the trustee Secretariat & IDH (tS)	Internal	Employees to be effective & efficient with high degree of integrity towards the Company. Employees would also expect fair treatment, non-biased approach, gender equality and healthy working environment.
Other organizations working within the tea	External	Timely & Periodic updates are expected to create a level playing field for compliance and

sector, incl. competitors (O)		ensure ease in code requirement and vice versa.
Society, at large (S)	External	Timely & Periodic updates are expected to create a level playing field for compliance and ensure ease in code requirement. The OBs would require the entities to comply with the/ sector-specific norms at all times.

2021 stakeholder engagement matrix –

Stakeholders	Comment Forms	Website Posting &/or Feedback	In-person meeting	Online meeting	Pilot test	Interview	Online forum (e.g. blogs)
Commercial Partners (CP)	X	X	X	X			X
Certified Entities (CE) & Producers Association (PA)		X	X		X	X	X
Implementing Partners (IP)	X		X	X			X
Certification Bodies (CB)	X		X	X	X		X
Statutory & Regulatory Bodies (S&R)		X	X				
Oversight Bodies (OB)		X	X	X			
Suppliers / Vendors for hardware/software support, other services impacting service deliverables (S/V)			X		X	X	
NGOs & Social organizations (NGO/S)	X		X			X	X
Employees & Contractors working on behalf of the trustea Secretariat & IDH (tS)	X	X	X	X	X	X	X
Other organizations working within the tea sector, incl. competitors (O)		X		X			
Civil Society Organization, at large (CSO)	X	X	X	X	X	X	X

Stakeholder engagement plan –

Group (# Reps on Council)	Stakeholders involved	Q3 / Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
ToC	tS, CP, CE, IP, CB, OB, CSO	X	X		X	
MEL	All Stakeholders	X		X		
Code Review (CDC)	tS, CP, IP, CB, CE, NGO/ CSO		X		X	
Claims Management	tS, CP, CE, CB	X	X	X	X	X
trustea Council	tS, CP, IP, CB, CE, NGO/S, OB,	X		X		X

	CSO				
IP/CB/Entities Forum	tS, CB, IP, CE	X	X		X
Impartiality Board	tS, OB (applicable group)		X		
Impact Study	tS, CE, NGO/S, S&R, S/V, O, CSO	X			X
Pilot Projects	tS, CP, IP, CB, CE, S/V	X	===== As needed & as per plan =====		

#### Stakeholder Monitoring & Evaluation Plan –

Stakeholders	Frequency	Feedback Forms	In-person meeting	Online meeting
Commercial Partners (CP)	Quarterly		X	X*
Certified Entities (CE) & Producers Association (PA)	Bi-Annual		X	X*
Implementing Partners (IP)	Quarterly		X	X*
Certification Bodies (CB)	Bi-Annual		X	X*
Statutory & Regulatory Bodies (S&R)	Annual	X		
Oversight Bodies (OB)	Annual	X		
Suppliers / Vendors for hardware/software support, other services impacting service deliverables (CSO/V)	Annual	X		
NGOs & Social organizations (NGO/ CSO)	Annual	X		
Employees & Contractors working on behalf of the trustee Secretariat & IDH (tS)	Quarterly		X	
Other organizations working within the tea sector, incl. competitors (O)	Annual			X
Civil Society Organization, at large (CSO)	Bi-Annual	X		

\* Online meeting option is exercised if in-person meeting is not feasible.

Composition of CDC as follows-

Name	Affiliation	Stakeholder's interest
Daleram Gulia	HUL	CP
Ananth Rajagopalan	TCPL	CP
Ketan Shah	GTTP	CP
Pramit Chanda	IDH	CSO
Joydeep Phukan	TRA	Research Institute
Harkirat Sidhu	RA	O
Rajesh Bhuyan	tS	tS

Composition of council as follows -

Name	Affiliation	Stakeholder's interest
Asish Gupta	HUL	CP
Anurag Priyadarshi	TCPL	CP
Rahul Devi	GTTP	CP
Pramit Chanda	IDH	CSO
Joydeep Phukan	TRA	Research Institute
Anju Pandey	UN Women	NGO
Jagjeet Kandal	TCPL	CP
Arijit Raha	ITA	PA
Vikram Singh	ETP	CSO
Bijoy Gopal Chakraborty	CISTA	PA
Prashant Bhansali	UPASI	PA
Gautam Beria	ABLTA	CE

Composition of impartiality board as follows- This is proposed to be functional by Q1 2021 with the nominees from the respective Organization

Category of the Organization	Organizations	Stakeholder's interest
Tea Treading ( 3 representation)	HUL/ TCPL/CTTP	CP
Social Sector Organization (1 representation)	IDH	CSO
Research Institute	TRA/UPASI	Technical Partner
tSTF	tS	tS
CB Members (2 representation)	Trustea empanelled CBs (to be updated as and when applicable)	CB
IP Members (1 representation)	AFPRO/RGR/TRA (to be updated as and when applicable)	IP
Producers Association (2 representation))	CISTA/UPASI	PA

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